

DATE: 9/26/24

SUBJECT: Provider Enrollment Freeze Starts 9/27

Hello valued New Mexico Healthcare Providers,

During the transition from the NM Medicaid Web Portal to YES.NM.GOV, we will freeze *provider enrollment functionality*. This includes the ability to complete new provider enrollment, re-enrollment, or provider update activities for approximately four weeks, beginning at 5:00 PM MT on Friday, September 27, until the new Provider/PED Enrollment system goes live at YES.NM.GOV.

No active providers will be terminated during the freeze period. If you were recently terminated and wish to re-enroll, please submit your application by 5:00 PM MT on Friday, September 27.

If you need support with provider enrollment during the freeze period, please contact the Consolidated Customer Service Center (CCSC) at 800-299-7304.

Note that this freeze will only affect:

- Provider Enrollment and TAD/Reverification,
- Provider Update (including License Upload), and
- Check Enrollment Status.

**All other activities**, including Claims Submission, Inquiry Functionality, and Ability to View/Print Remittance Advices and Other Reports, will continue at the Provider Web Portal for the immediate future.

**Get Ready for Exciting New Features!** In the new Provider/PED Enrollment system, providers will be able to track the status of accounts and applications. The Status column displays the status of applications In Progress, Submitted, Approved, Resubmitted, Return to Provider, and Withdrawn applications. Status is provided in the enrollment sections as the provider completes the application.

Regards,

The Health Care Authority (HCA) and the Medical Assistance Division (MAD)